

ANNUAL REPORT 2019

**G.V. (Sonny) Montgomery
VA Medical Center**

*to care for him who shall have borne the battle
and his widow, and orphan Abraham Lincoln*



MYVA INFO APP

Mississippi Veterans now have access to a new mobile app enabling them to get instant access to VA health care information right from their phone.

The **myVA Info Mobile App** provides another opportunity for Veterans to be active participants in their health care.

Download the **myVA Info Mobile App** and begin connecting with benefits designed specifically for Veterans. You'll be able to access information on:

- ✦ Health Care services
- ✦ VA facility locations with GPS guidance
- ✦ Compensation & Pensions
- ✦ GI Bill
- ✦ Memorial Benefits
- ✦ Stay current with up-to-date news and events

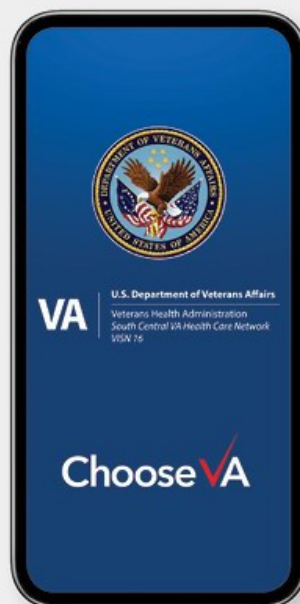
The **myVA Info Mobile App** is available for iOS and Android devices.

**Free. Fast.
Easy to Use.**

**Download the
myVA Info
Mobile App**

and begin connecting
with benefits
designed for you!

Search "myVA Info"
in your app store
to download the
app today.



FROM THE DIRECTOR

Dear Veterans, Staff, Volunteers, and Stakeholders,

We have made some remarkable accomplishments during fiscal year 2019 and it is my privilege to highlight some of those in this annual report.

The culture of the organization continues to transform as evidenced by continuous improvement in the All Employee Survey. We were recognized by VHA's Employee Engagement Committee as one of 11 facilities to reach Gold Status in April 2019, for training 103 front-line supervisors in Employee Engagement/Servant Leadership principles for a total of 83%, far above the National Center for Organization Development's goal of 50%.



Our Medical Center was one of 18 sites selected to help lead the way in VA's efforts to transform the nation's largest health care system into a high reliability organization (HRO). We continue to work with community partners to host Veterans Tele-Town Halls over the phone, face-to-face Town Halls and Outreach events in rural communities throughout our catchment area to assist Veterans in enrolling in healthcare. We partnered and collaborated with the Health Eligibility Center (HEC) for the 155th Armored Brigade Combat Team mass enrollment event. During this event, we briefed 1,106 service members and completed 344 total enrollments across 11 medical centers and 4 VISNs.

We were featured as an Equality Leader in the Healthcare Equality Index (HEI) 2019 report online and in print for attaining a perfect score of 100. We are notably one of the first in the country to implement the Intimate Partner Violence Assistance Program and received \$139,350 in funding for the program. We received over 185,415 pounds of food from Mississippi Food Network to feed over 7,760 families through Freedom Foods food pantry.

Whole Health has been integrated within the facility and generated 219 Veteran encounters, an increase of 136 from FY2018. New equipment and newly allocated space has enabled Radiology to decrease the average wait time for outpatients from 22 minutes to less than 10 minutes, and from 19 minutes to less than 5 minutes, enhancing the Veteran experience.

Our success this fiscal year can be attributed to commitment management. We look forward to continuing our HRO journey and serving our Veterans.

David M. Walker, MD, MBA, DFAPA
Medical Center Director
U.S. Air Force Veteran

EXECUTIVE LEADERSHIP TEAM



Kai D. Mentzer
*Associate Director
U.S. Army and OEF
Veteran*



Susan A. Roberts
*D.O., MPH, MBA,
FACP, FACHE
Chief of Staff*



Eva Santoyo
*MHA, BSN, NEA-BC
Associate Director,
Patient Care Services*



Patricia Lane
*LCSW-C
Assistant Director*

COMMUNITY BASED VA OUTPATIENT CLINICS (CBOCs)

Columbus CBOC
824 Alabama Street
Columbus, MS 39702
(662) 244-0391

Greenville CBOC
1502 S. Colorado Street
Greenville, MS 38703
(662) 332-9872

Hattiesburg CBOC
5003 Hardy Street, Tower B,
Suite 402
Hattiesburg, MS 39402
(601) 296-3530

Kosciusko CBOC
405 West Adams
Kosciusko, MS 39090
(662) 289-2880

McComb CBOC
1308 Harrison Avenue
McComb, MS 39648
(601) 250-0965

Meridian CBOC
2103 13th Street
Meridian, MS 39301
(601) 482-3275

Natchez CBOC
105 Northgate Drive,
Suite 2
Natchez, MS 39120
(601) 442-7141

MEDICAL CENTER OVERVIEW

The G.V. (Sonny) Montgomery VA Medical Center provides primary, secondary and tertiary medical, neurological and mental health inpatient care. Services include hemodialysis, sleep studies, substance abuse treatment, post traumatic stress disorder (PTSD), hematology/oncology, and rehabilitation programs. Both primary and specialized outpatient services are available, including such specialized programs as: ambulatory surgery, spinal cord injury, neurology, infectious disease, substance abuse, PTSD, readjustment counseling, and mental health diagnostic and treatment programs. Comprehensive health care is available for female veteran patients. An 86-bed Community Living Center (including a palliative care unit), community nursing homes, three 150-bed state Veterans nursing homes, VA community clinics, and a variety of outpatient programs are utilized to support the needs of aging veterans. This medical center is the Clinic of Jurisdiction for the State of Mississippi and provides administrative support to the South Central VA Healthcare Network (VISN 16), the Veterans Outreach Center, the Veterans Benefits Administration Regional Office, and the National Cemetery in Natchez.

OPERATING BUDGET AND STATISTICS

Care in the Community	\$60,380,727
Non-Recurring Maintenance	\$10,788,069
Medical Facilities Budget	\$26,814,447
Capital Equipment Budget	\$2,684,075
First and Third Party Collections	\$20,115,860
Medical Service Budget	\$299,583,446
Medical Support and Compliance Budget	\$33,384,031

Total Budget	\$420,163,782
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Employees	1,948
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• Full-time	1,794
• Part-time	65
• Intermittent	34
• Number of Employees who are Veterans	504
• Number of Physicians	152
• Fee Basis	55

Volunteers	216
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• Number of Hours Volunteers Worked	21,188
• Monetary Donations	\$48,278
• Non-Monetary	\$429,235

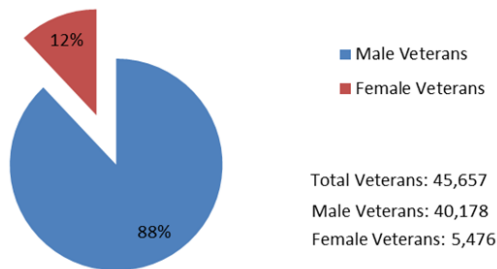
WHO WE SERVE

Total Number of Veterans Served 45,657

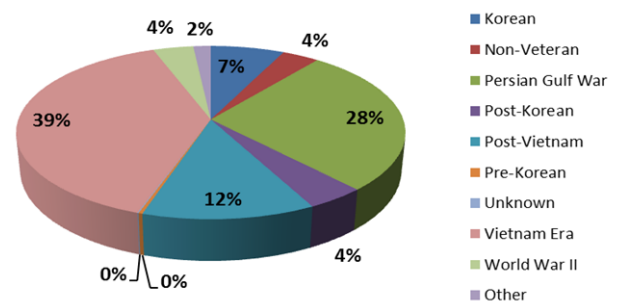
- Male Veterans 40,178
- Female Veterans 5,476

Outpatient Visits 464,155

Veterans by Gender



Veterans by Period of Service



CONSTRUCTION PROJECTS

- Renovate Ground Floor of the Community Living Center
- Upgrade Chiller Plant
- Replace Elevator in the Main Hospital
- Upgrade Boiler Plant Controls
- Renovate to Expanded Sterile Processing
- Renovate First Floor of the Community Living Center
- Upgrade HVAC System

Managing Commitment Beyond Medicine



Jackson VAMC Palliative Care Team Makes Sure WWII Veteran Finally Receives Medals

When Chaplain David Allen and the Palliative Care Team learned that Air Force Veteran Will Franklin had never received two medals that he earned during his service to our country, they knew they had to do something. Chaplain Allen confirmed through Franklin's discharge papers that he earned the Philippines Liberation Medal with one bronze star and a World War II Victory Medal. Through coordinated effort, Chaplain Allen obtained the medal and the team arranged to have Associate Director, Kai Mentzer present the medals to Franklin on November 1, 2018, with family at his bedside.

VA Nurse Organizes Funeral for Veteran With No Local Family



When VA nurse Carlotta Ransom went for a home visit to one of her patients, Durwood Whetstone, she learned of his passing from his roommate. Nobody knew where the coroner had taken his body. She was determined to find him and do something to honor him. Ransom called all the local funeral homes with no success. She went back to the G.V. (Sonny) Montgomery VA Medical Center morgue and called the coroner. The coroner said, "We have been trying to contact his brother." Carlotta provided the coroner with the correct number. After finding Whetstone and notifying his brother (and only relative) in Florida, Ransom began planning a funeral service.



According to Ransom, Whetstone did not have any family in Mississippi and she didn't want him "thrown away." She stepped up and became the family he didn't have.

"He hardly ever accepted services from VA because he

didn't want to be a burden on anyone. He always thanked me for coming by," she said.

She obtained an American flag and, with the help of her co-workers, planned his funeral at a local funeral home in Jackson, Miss. The Mississippi Patriot Guard Riders stood a silent flag line. During the ceremony, Ransom was presented with the flag in the absence of his brother.

"We can make such a difference in the lives of Veterans by listening to them," said Dr. David Walker, Medical Center Director. "We manage commitments, not people, and this was a way for us to honor our commitment to Mr. Whetstone. The VA is so much more than medicine. May he rest in peace now at his final duty station."

Food Pantry for Food Insecure Veterans

Through a new partnership with Mississippi Food Network, the G.V. (Sonny) Montgomery VA Medical Center, Veterans of Foreign War Foundation and Humana, our **Freedom Foods Food Pantry** opened on November 7, 2019, to serve Veterans who are food insecure.

Open every Wednesday, the Pantry staffed by volunteers, served 7,760 families 185,415 pounds of food during Fiscal Year 2019.



Through a special collaboration with Rankin County School District's Phase II Transitional Program (for students with disabilities), young adults between the ages of 18-21 arrive to work at the Medical Center each Wednesday at 9:30 a.m. to begin their work day serving Veterans in the Food Pantry. The students and teachers work side by side with volunteers to distribute food. Students are compensated with a food voucher to redeem in the Patriot Café. In addition to gaining valuable work skills that will help the students successfully transition into the





OPEN AT G.V. (SONNY MONTGOMERY) VAMC ON

WEDNESDAYS

10:00 AM - 2:00 PM

The pantry is designed for veterans experiencing hardship.
Food items will vary depending on availability of goods weekly.

RULES, REGULATION & ELIGIBILITY WILL APPLY

Veterans are allowed to visit the pantry twice (2) a month

Please contact Voluntary Service if you have questions.
601-364-1391 or shela.volunteerservice@va.gov



work force, the students also learn money management by ensuring they don't overspend the \$6.75 allotted amount that volunteers receive.

VA Medical Center Partners with University of Mississippi's School of Nursing

The G.V. (Sonny) Montgomery VA Medical Center formed a partnership with the University of Mississippi School of Nursing in February 2019 to host a dedicated education unit, or DEU, for students in the UMMC's accelerated Bachelor of Science in nursing program at UMMC.

Seven students began the program in March 2019, and the RNs at the VA serve as clinical instructors, working alongside students to help them complete 72 hours of experience. This partnership adds to the multitude of clinical experiences students receive.

Community Partnerships

University of Louisiana at Monroe
Walden University
Belhaven University
Copiah-Lincoln Community College
Hinds Community College
Mississippi College
Jackson State University

Accreditations

- April 2019 - Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation (3 years) for two Mental Health Residential Programs:
 - Addictive Disorder Treatment Program (ADTP)
 - Trauma Recovery Program (TRP)
- August 2018 - CARF accreditation (3 years) for the Psychosocial Rehabilitation and Recovery Center (PRRC), a mental health program
- April 2018 - CARF accreditation (3 years) for the Mental Health Intensive Case Management Program (MHICM)
- February 2017 - Joint Commission Accreditation (3 years) for the Hospital, Behavioral Health, and Home Care Programs
- February 2017 - Radiation Oncology Program received renewed accreditation (3 years) from the American College of Radiology (ACR)

David M. Walker, MD, MBA, DFAPA, Director of the G.V. (Sonny) Montgomery VA Medical Center in Jackson, Mississippi Participated in a TEDxVeteransAffairs Talk

“So You Think You Know How to Hold People Accountable?”

TEDxVeteransAffairs Talks are officially licensed, independently organized TED-like events held specifically for VA employees. These short, powerful talks engage staff and give employees, managers, and supervisors a broader understanding of various areas across the VA, while reinforcing VA's overarching mission.



Helping Veterans with Mental Illness And Suicide Prevention

Jackson VA Medical Center Holds Mental Health Awareness Events

The National Alliance on Mental Health reports that more than 46 million adults in this country face the reality of managing a mental illness every day.

The Jackson VA Medical Center offers a full range of mental health services, including assessments for suicidality and PTSD. Services include Suicide Prevention, a Trauma Recovery Program, Alcohol and Drug Treatment, Psycho-social Rehabilitation and Recovery.

On May 22, 2019, the Medical Center held a Mental Health Awareness Event to showcase some of the services available to local veterans. “Our goal is to educate veterans, family members, and the community about the services available,” said Dr. David Walker, Medical Center Director. “The health and well-being of our veterans is our highest priority.”



Some of the resources highlighted during the event included suicide prevention, trauma recovery program, alcohol and drug treatment program, psychosocial rehabilitation and recovery center, evidence-based programs and the mental health outpatient clinic services.

Medical Center and Mississippi State Veterans

Affairs Board staff teamed up on September 10, 2019, to present a suicide prevention workshop at Camp Shelby in Hattiesburg, Mississippi. The workshop was attended by active duty, guard and reserve members.



Stacey Pickering, executive director Mississippi State Veterans Affairs Board, said the workshop was “about reaching out to Veterans in the community and meeting them where they are.”

Dr. David Walker, Medical Center director, spoke of the many services available to enrolled Veterans, including telechaplancy. Chaplain David Allen and Shanna Moore, suicide prevention coordinator, also spoke to the group of attendees.

This was one of three workshops hosted in the State during September 2019.



Or Text 838255

Jackson VA Briefs Management Assistance Council on MISSION Act

Kai Mentzer, Associate Director, discussed the MISSION Act Decision Support Tool during the quarterly Management Assistance Council Meeting with veteran service officers and congressional liaisons during the meeting on May 22, 2019. Members were also briefed on the new urgent care benefit, access to care in the community, caregiver expansion and workforce improvements under the Act.



Top VA Officials Visit Jackson VA on Mission Act Launch Day

On June 6, 2019, VISN 16 Network Director Skye McDougall, PhD and Executive Director Dewaine Beard, OI&T and End User Operations, were onsite to support staff at the G.V. (Sonny) Montgomery VA Medical Center in Mississippi during the launch of the VA MISSION Act.

Accompanied by Jackson VAMC leadership, McDougall and Beard visited the Call Center to speak with staff, answer questions, and learn about the calls coming in from Veterans and family members.

The **MISSION Act** gives Veterans greater access to health care in VA facilities and the community, expands benefits for caregivers, and improves VA's ability to recruit and retain the best medical providers. Visit www.missionact.va.gov for more information.



G.V. (Sonny) Montgomery VA Medical Center
1500 E. Woodrow Wilson Drive
Public Affairs Office
Jackson, MS 39216
601-368-4477



Choose  VA